

CUEAC Problem Statements and Suggested Solutions

April 10, 2014

Problem Statement	Actions Currently in Progress	Status	Proposed New Action	Status/Anticipated Completion
(A) Misclassification of independent contractors.	(1) Internal training scheduled for L&I auditors on how to clearly and consistently apply independent contractor laws in workers' compensation.	(1) Completed - Trainings occurred in January and February 14, 2014.		
	(2) Explore use of IRS data for detection purposes.	(2) Cross matching will be operationalized in June 2014. Currently working through internal audit issues.		
	(3) L&I, Employment Security Department (ESD) and Department of Revenue (DOR) currently share data and referrals across agencies.	(3) Ongoing		
	(4) Provide external training on the application of independent contractor laws in workers' compensation.	(4) Ongoing		
(B) Professional work being done by people who aren't licensed to do that type of work.	(1) Continue to support the ProtectMyHome.net website by advertising.	(1) Ongoing - Advertising campaign began on February 14, 2014.	(1) Partner with Washington Association of Building Officials (WABO) to have L&I compliance inspectors meet with local WABO chapters.	(1) Dean Simpson met with Julie Rogers of WABO in April 2014. The contacts list is currently being updated, and a communication plan is in the process of development.
			(2) L&I inspectors and supervisors assigned to work with the 10 Washington International Codes Council (ICC) Chapters to report out after meeting with each chapter.	(2) All ICC chapters have been contacted.
(C) Lack of higher consequences for repeated incidences of non-compliance.	(1) Launch of the Verify lookup app, which provides web portal for checking out a contractor.	(1) Up and running. Currently on the third set of improvements.	(1) Continue to receive feedback and improve operations.	(1) Ongoing. Encourage use of the "feedback" button.
	(2) Create the agency level effort to review violation consequences, identify gaps and implement changes.	(2) Contractor Compliance is completed. Electrical, Employment Standards and the Division of Occupational Safety and Health are working on their portions. Anticipated completion of April 2014.	(2) Phase two of the Verify app is planned to allow referrals to be entered from within the app itself.	(2) Anticipated completion date of July 2014.
(D) Processes for filing complaints takes too long and lacks feedback loop.	(1) Create web pages for customer referral center, including Employment Standards and Prevailing Wage complaints.	(1) Draft version of the webpage, Reportacontractor.ini.wa.gov, will be shared at the April 15th CUEAC meeting.	(1) Obtain post-launch customer feedback. (2) Summary report on referral activity.	(1) Summer 2014/Ongoing (2) December 2014/January 2015
(E) Homeowners using unregistered contractors.	(1) Each compliance team to conduct four compliance sweeps per year.	(1) Dates and locations have been confirmed with all of the compliance teams.	(1) Explore developing a staffing structure for compliance inspectors where off-hours are covered, and align support staff to contribute to the effort.	(1) Goals and plans have been set for the sweeps.
	(2) Continue to support the ProtectMyHome.net website by advertising.	(2) Mike Holmes will be the spokesperson through 2014.	(2) Begin working on Spring 2015 campaign.	(2) Summer 2014
	(3) L&I continued participation in home shows and consumer events as part of agency outreach efforts.	(3) Ongoing		
(F) Homeowners having unpermitted work done.	(1) L&I provides a brochure on hiring a contractor and homeowner responsibilities.	(1) In June 2014, follow up will be performed with building departments regarding the materials mailing that occurred in 2013.		
	(2) Explore potential relationships with and outreach to real estate industry and home inspectors, real estate home inspectors and lending institutions.	(2) Ongoing		
(G) Improve understanding and compliance with prevailing wage laws.	(1) Outreach to awarding agencies to raise awareness of their statutory obligations.	(1) Ongoing	(1) Conduct usability study with customers on the prevailing wage internet information.	(1) Summer 2014
	(2) Improve web materials explaining prevailing wage and certified payroll requirements.	(2) Identifying needs, and developing steps for information gathering (i.e. usability studies, focus groups, etc.)	(2) Conduct internal training for Prevailing Wage staff to increase familiarity with jobsite practices and standards.	(2) Training for Customer Service Specialists anticipated to occur in May 2014.
			(3) Develop standard work for Prevailing Wage field investigations.	(3) A Lean event was conducted in April 2014 to improve turnaround time for investigations, and to standardize work.